



The Governor's Service Award

**Connecticut State Capitol
Old Judiciary Room
February 13, 2001
11:00 a.m. to 1:00 p.m.**

Governor John G. Rowland

Ceremony Program

11:00	Guests arrive
11:15	Welcome and introduction by Governor John G. Rowland
11:30	Governor presents the awards
12:00 - 1:00	Refreshments served

Award Recipients

Sandy Baker	Randy Lubin
Lisa Barros	Kathy Mates
Susan Bartell	Anthony Matthis
Constance Bennett	Timothy McIntosh
Irene M. Cretella	Connie Mendolia
Doreen Del Bianco	Paul Mudry
Michael Donahue	Phillip Ober
Mary Jane Dubenetsky	William Parker
Cherie Flynn	Timothy Presmarita
Wendy Furniss	Loretta Rodrigues
Diane Graham	Robert Sardo
Jacqueline Greaux	Laurie Schaefer
Matthew Harding	Nancy Shader
Theresa Hirschfeld	Joann Shimoda
Joan Hogan	Lynn Stoddard
Robert Howard	Andrea Quinn
Robert Johnson	Helen Zackery
Kerry Law	Tom Zapalka

The Governor's Service Award program, "Customers Count," was established by **Governor John G. Rowland** to reinforce the importance of quality customer service by recognizing the achievements and successes of state employees. Any state employee can be nominated including managers, supervisors and staff, full- or part-time, individually or in teams. Awards are presented quarterly at a reception hosted by the Governor.

Governor's Service Award

February 2001

Connecticut State Library

The Connecticut State Library is proud to nominate **Nancy Shader** for the Governor's Service Award. The Library's State Archives preserves and organizes the official records of the State of Connecticut. Last year, Nancy had the primary responsibility for organizing the Hartford Circus Fire commemoration ceremony, an event attended by over 350 people including more than 150 survivors. It was an event that was especially moving for remaining survivors to come together and share their stories.

Connecticut State University System

As Director of Capital Budget, **Randy Lubin** is responsible for tracking and maintaining the necessary records of the \$320 million in capital funds for the Connecticut State University (CSU) System. His attention to detail, helps CSU manage capital projects in a seamless fashion. He quickly resolves problems as they are brought to his attention, and his constant focus is to serve the CSU System and its constituencies in a professional manner.

Department of Correction

Correction Officer **Matthew Harding** has been with the department for 14 years, serving as Community Detail Officer for the Willard-Cybulksi Correctional Institution in Enfield. He has received numerous letters of commendation from the public and local municipalities where he has been described as friendly, enthusiastic, and instrumental in furthering the positive image that the institution and the department continue to share within the community.

Correctional Captain **Timothy McIntosh** is a 17-year veteran of the department. Under his leadership, the Central Transportation Unit has transferred more than 10,000 inmates per month, logging close to 100,000 miles per year. They completed those transfers in a safe, incident-free, and cost-effective manner, largely due to Captain McIntosh's commitment to securing the health and safety of the public. He is a fine example of a public servant, a professional in the field of correctional work, and an outstanding role model for those that will follow him.

Department of Environmental Protection

Connie Mendolia and **Lynn Stoddard** work together to promote and implement the agency's Climate Wise program and other pollution prevention activities in the state. They were nominated for the Governor's Service Award by a private partner in that program, Bristol-Meyers Squibb, for demonstrated excellence in running the program, and especially for their hard work in bringing in new partners to the program. They have been extremely successful in promoting a cooperative spirit among Connecticut businesses that has led to benefits both in terms of pollution reduction and cost savings. Connie and Lynn continue to admirably reflect the criteria set forth in the Governor's Service Award "Customers Count" program.

Department of Mental Health and Addiction Services

Susan Bartell has been with the Connecticut Valley Hospital in housekeeping at Battell Hall for several years and has shown nothing but dedication and respect for everyone she works with and encounters. She is a loyal, and hard worker who treats everyone with equality and fairness.

Doreen Del Bianco from the Office of the Commissioner is the legislative manager for DMHAS. She has been nominated from all five regional mental health boards with unanimous and enthusiastic support. Her ability to advocate successfully for DMHAS' constituents at the legislative level has had a significant impact on both the agency and the mental health consumer community. Her colleagues, as well as the agency's consumers, recognize and appreciate the tremendous contributions she has made.

Anthony Matthis, chief of Fiscal Services at Connecticut Valley Hospital, oversees purchasing, accounting, duplicating services, data processing, and technical support for CVH. He is loyal to his staff and goes out of his way to keep customers pleased and his staff always well informed.

continued

The staff members of Cedarcrest Hospital have nominated **Robert Sardo** posthumously. He treated patients with the utmost respect and often went the extra mile to attend to their needs. He remembered birthdays and special occasions with cakes and decorations. He made every person feel as if they were the most important person and he recognized that giving each customer individual attention made them feel special.

The Valley View Café opened in July 1998 at the Connecticut Valley Hospital with the intent to provide healthy food for employees and visitors, as well as provide training for patients to develop their work skills. Employees of the café go the extra mile by learning the names of their customers, anticipating orders, and recognizing when an employee needs cheering up. Profits from the café go to the Patient's Activity Fund for their supervised trips, holiday celebrations, and other social activities.

Lisa Barros
Mary Jane Dubenetsky
Cherie Flynn
Jacqueline Greaux
Kathy Mates
Paul Mudry
Andrea Quinn
Loretta Rodrigues
Laurie Schaefer
Joann Shimoda
Tom Zapalka

Department of Public Health

Wendy Furniss is a Public Health Services Manager responsible for the implementation of the federal programs which govern activities in nursing homes, hospitals, and home care agencies. She positively impacts the quality of services provided to Connecticut's residents through the oversight of a wide spectrum of health care delivery programs and services, and has demonstrated an ability to communicate effectively with the provider community.

In his role as Supervisor of Environmental Microbiology, **Robert Howard** is responsible for maintaining certification with the Food and Drug Administration, Clinical Laboratory Improvement Agency, and the Environmental Protection Agency. Because of his wonderful ability to deal with people, he has also been involved in other programs designed to enhance the department's visibility, and served as a team leader of a very successful Quality of Work Life project.

Robert Johnson, a Supervising Accounts Examiner, has worked for DPH for 14 years in the Contracts Administration Office. Until recently, this unit was operating without a managing director for approximately three years, and he had full responsibility for the operation of the unit during that time. He is outstanding in his dedication, knowledge of his work, and the level of customer service he provides.

Department of Revenue Services

Timothy Presmarita has been with the Division of Special Revenue for over 20 years, starting as the agency's sole computer operator. Now an information systems technical analyst, Timothy is the supervisor of the division's computer operations, its client service center, the agency's Internet service group, and also serves as webmaster. He is an outstanding example of public service excellence and adds a new dimension to the term customer service.

Department of Social Services

Constance Bennett is a family independence representative in Norwich who began her DSS career in 1982. Connie has served her clients in a variety of ways, always proactively helping them achieve the transition from welfare to work. She always thinks of others and is the first to offer advice to a new worker who is overwhelmed with a caseload. Connie's most recent project, the Career Clothing Closet, provides free appropriate clothing for male and female Temporary Assistance for Need Families clients moving from welfare to work. By her own example, Connie highlights her determination to better the population she serves.

The Retention Committee - New Haven

Michael Donahue, Diane Graham, Theresa Hirschfeld, Joan Hogan, Kerry Law, Phillip Ober, William Parker, and **Helen Zackery** comprise the Retention Committee which was organized in 1998 by a group of Family Independence Representatives in the New Haven office. This group has made supporting clients in the area of job retention an important part of their work and has developed creative methods to reach out to clients. In addition to providing informational materials on job retention, the group also hosts monthly retention workshops for clients. The committee has proven itself devoted to the idea of sustained self-sufficiency and is exploring ways to expand its focus to include individuals who are in job search activities.

Eastern Connecticut State University

Although **Irene M. Cretella** is officially an administrative assistant in the Office of Student Affairs at ECSU, to scores of students, faculty, staff, and parents she is much more. She is always ready to go the proverbial extra mile for students, whether making calls for students or alerting her supervisor of problems. Her service does not end there. She is also admired for her follow-up to ensure students are able to negotiate through the university administration to meet their unique needs. Irene Cretella is truly dedicated to helping all students reach their full potential.

Military Department

Sandy Baker, administrative assistant to the director, demonstrates her achievements as a mentor and leader by supporting staff and work-study students. Her efforts and commitment to serving the best interests of the public are evident in her support of the director and staff in numerous natural disasters and other preparedness exercises. Sandy has distinguished herself as a respected colleague who is keenly responsive to the needs of Connecticut citizens and to the mission and goals of the agency and the state.